TROUBLESHOOTING GUIDE FOR AUDIO SYSTEM 200

ALL TESTS BELOW ARE ON A/200N PSU/CONTROLLER UNLESS OTHERWISE STATED. IF ANY OF THE VOLTAGE READINGS ARE NOT CORRECT, DISCONNECT WIRING FROM RELEVANT TERMINALS & REMEASURE. CHECK VOLTAGES ON TERMINALS RATHER THAN SCREWHEADS.

NOTHING WORKS AT ALL

1. CHECK FOR 240VAC INPUT.
2. CHECK FOR 11VDC ACROSS B5 & B21 (NB.TERMINAL 5 ALWAYS NEGATIVE).
3. CHECK FOR 12 TO 18VAC ACROSS B23 & B16.
4. IF CHECKS 2 or 3 DO NOT APPEAR, REMOVE ALL WIRES (EXCEPT 240VAC) SWITCH OFF FOR 1 MINUTE & RE-CHECK.

NO CALL TO PHONE

1. CHECK FOR 11VDC ACROSS B5 & B8.
2. CHECK FOR 11VDC ACROSS CORRESPONDING TERMINALS ON PANEL.
3. CHECK FOR 4VDC ACROSS B5 & CALL LINE (7 IN PHONE) DURING CALL.
4. IF CHECK 3 = 12VDC CHECK CONTINUITY OF CALL LINE. (5 & 7 = 22 – 45 ohms WITH PHONE ON-HOOK)

NO AUDIO TO PHONE

1. CHECK VOLUME LEVEL IN PANEL NOT AT MINIMUM (FULLY ANTI-CLOCKWISE IS MINIMUM ON PHONE POTENTIOMETER).
2. CHECK FOR 11VDC ACROSS 5 & 6 (OR 5 & 21) IN PANEL.
3. CHECK 5 & 14 LINKED IN PANEL OR (12 & 14 LINKED ON HA/200).
4. CHECK 5 & 11 ON PANEL = 22 - 45 ohms WITH PHONE OFF-HOOK (IF NOT CHECK CABLE).
5. IF MVA/100.01 PANEL WITHOUT MR/100, CHECK JUMPER SW2 IS ON.
6. REMOVE CABLES 11 & 12 IN PANEL & PLACE LINK BETWEEN THESE TERMINALS & TERMINALS 5 & 14. THIS SHOULD RESULT IN FEEDBACK AT PANEL.

NO AUDIO TO PANEL

1. CHECK VOLUME LEVEL IN PANEL NOT AT MINIMUM (FULLY ANTI-CLOCKWISE IS MINIMUM ON SPEAKER POTENTIOMETER).
2. CHECK FOR 11VDC ACROSS C5 & C9 WITH PHONE ON HOOK.
3. CHECK FOR 6VDC ACROSS C5 & C9 WITH PHONE OFF HOOK (IF NO CHANGE CHECK CONTINUITY OF LINE 9 TO PHONE.
4. REPEAT CHECKS 2, 3 & 6 FROM NO AUDIO TO PHONE.
5. CHECK CONTINUITY OF B12 A/200N TO 12 AT THE PANEL.

NO DOOR RELEASE

1. CHECK DOOR RELEASE TIMER NOT AT MINIMUM ON A/200N.
2. CHECK FOR 11VDC ACROSS C5 & C9 WITH PHONE ON HOOK.
3. MOMENTARILY SHORT C5 & C9. RELAY CONTACTS SHOULD ENERGISE FOR DURATION SET ON TIMER.
4. CHECK B23 & B16 = 12 TO 18VAC.
5. PRESS DOOR RELEASE (KEY) BUTTON ON PHONE & CHECK C5 & 9 =OVDC WHILST KEY BUTTON PRESSED IF NO CHANGE CHECK CONTINUITY OF LINE 9 TO PHONE.
6. CHECK CABLE CROSS SECTION/RATING OF RELEASE (12VAC @1A FAIL SECURE).

FEEDBACK

RECOMMEND LOWER MICROPHONE ON TARGA (HA/200) PANEL. ENSURE VOLUME POTENTIOMETERS IN PANEL ARE CORRECTLY BALANCED.
NORMAL SETTINGS ARE PHONE POTENTIOMETER TO JUST OFF MIN. SPEAKER POTENTIOMETER TO HALF. ENSURE BOTH SETTINGS ADJUST END STOP TO END STOP.

PRIOR TO CONTACTING TECHNICAL SUPPORT IT IS GOOD ENGINEERING PRACTICE TO CONNECT PHONE & PANEL ON SHORT LEADS DIRECTLY INTO A200N UNIT. THIS WILL INDICATE CABLE PROBLEMS/WRONG CONNECTIONS THAT CONSTITUTE THE MAJORITY OF CALLS TO OUR TECHNICAL SUPPORT DEPARTMENT.